

HAR-GO RIDES

Lifting Seniors Up!

Dear Friend,

Thank you for your interest in HarGo Rides. HarGo Rides is a nonprofit organization providing Harford County's residents, age 60 and older, with reasonably priced, reliable, supplemental transportation utilizing community volunteers and resources.

Enclosed is a registration packet that provides you with a Passenger Information Sheet, Waiver Form, Registration Form, and an Agreement Checklist.

These forms must be completed and returned to HarGo Rides with your Registration Fee. If your income is limited and you qualify for other county services, you may be eligible for subsidized rides, and the fees and fares will be waived.

Once your registration is completed, you will receive a call or email letting you know you may begin to schedule rides, and a welcome package will be mailed to you.

While every effort is made to find a volunteer driver, there is no guarantee that a driver will be found so passengers should also consider having a backup transportation plan.

On behalf of our Board of Directors, staff, and volunteers, we look forward to serving you.

Sincerely,

Carol Lienhard

Carol Lienhard
Chair of the HarGo Rides Board of Managers

Sarah Higgins

Sarah Higgins
HarGo Rides Office Manager

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Client Agreement and Checklist

Please initial on each line below.

_____ I confirm that I am at least 60 years of age, a resident of Harford County.

_____ I understand I must be physically able to independently get in and out of a car and not use a wheelchair (walkers, rollators, and canes are fine).

_____ I know I must be physically and cognitively able to conduct my personal business once I am at my destination unless I'm accompanied by family, friend, or aide. If anyone travels with me, I understand they must have a signed waiver on file in the office.

_____ I must request a ride at least three full business days before the ride date and provide the name, address, phone number and times when requesting a ride.

_____ When a Volunteer Driver is assigned, I will receive a call giving me the driver's name. I understand that while every effort is made to find a driver, **there is no guarantee**. If no driver is found, I will receive a call the day before the requested ride.

_____ I understand all of our drivers and office ride coordinators are generously volunteering their time and services and need to be treated with respect. Failure to do so can result in termination of service.

_____ I understand that I need to send in \$45 with my registration. \$20 is a non-refundable registration fee. The remaining \$25 will be deposited in my account to be used for my transportation. I understand that payments must be made in advance of any ride I take. If I am on a limited income and I qualify for other county services, I may be eligible for subsidized rides and will have all fees and fares waived. I understand I need to fill out the HGR Community Fund form on the back of the registration form to receive subsidized rides.

_____ I have read and agree to abide by the policies set forth for HarGo Rides passengers. If I fail to follow any of these policies, services may be terminated.

Signature: _____ Date: _____

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Client Registration Form

Last Name First Name MI Maiden (if applicable)

Address

Preferred Phone: _____ Alternate Phone: _____

Date of Birth: _____

Will anyone be traveling with you? (Yes or No) _____

If yes, name: _____

Each passenger must have a Passenger Waiver Form signed and on file in our office before a ride can be scheduled. Extra waiver attached in this packet.

Do you have any needs a driver should know? (Ex: Limited vision, walker use, etc.):

Can you step up into taller vehicles? (Yes or No) _____

How did you hear about HarGo Rides?

EMERGENCY CONTACT INFORMATION

Emergency Contact #1 Name: _____

E-Mail: _____ Relationship: _____

Phone Number: _____

Note: This number must be different from the phone numbers listed for the passenger.

Emergency Contact #2 Name: _____

E-Mail: _____ Relationship: _____

Phone Number: _____

Note: This number must be different from the phone numbers listed for the passenger



Client Acknowledgement and Waiver

I, _____, hereby understand, agree and expressly assume all the dangers and attendant risks of transportation associated with my use of HarGo Rides (the “Transport”). I waive all claims (including for myself, my successors and representatives) arising out of or related to the Transport (directly or indirectly) whether caused by HarGo Rides’ negligence, breach of contract or otherwise (the “Waived Claims”) regardless of whether such Waived Claims relate to my bodily injury, property damage, loss or otherwise. I furthermore release and agree to hold harmless HarGo Rides, its successors and assigns, and its officers, directors, agents, volunteers, employees, and their executors, administrators and heirs from any liability, loss, cost or expense associated with the Waived Claims.

In the case of a medical emergency, I understand that the driver is instructed to call 911 and follow the direction that 911 provides. A copy of the emergency procedures and protocols are available upon request from the office of HarGo Rides.

I further acknowledge and agree that the terms of my prepaid account with HarGo Rides, and the corresponding funds contained therein, are such that in the event my prepaid account is inactive for any 6 (six) month period and after HarGo Rides has exhausted reasonable efforts to contact me, all funds in my prepaid account shall be forfeited and shall henceforth immediately become the sole property of HarGo Rides.

Signature

Date

PHOTO PERMISSION

Volunteer staff and officials have permission to utilize any photographs or videos taken of me for publicity or training purposes.

(Yes or No) _____ **INITIAL** _____

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Excessive Cancellation/ No Show Policy

We understand that issues may arise unexpectedly. If you need to cancel your ride please do so as quickly as possible, preferably with 24-hour notice, so that drivers can be notified accordingly. To cancel a ride please do so through the Assisted Rides portal or call our office at 667-469-8244 M-F (9a-3p). If you call after hours the message will be received at 9am the next morning.

Clients are allowed 3 cancellations or No-Shows within a calendar year before their accounts are reviewed. After 5 cancellations or No-Shows **within a calendar year the client's account will be deactivated, and they will no longer be able to book rides through HarGo Rides.** A No-Show is when the client cancels within the 24-hour allotment, or if the driver shows up to the pickup destination and the client does not come to the door or answer the phone at the time of attempted contact.

Drivers may be scheduled for multiple rides, so it is important that passengers meet them at the prearranged time and place for pick-up and return. Medical appointments vary in length; try to estimate for the longest possible visit time.

Clients **will be charged** for any cancelled or no-show trips.

Client Signature

Date

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Client Information

Who is eligible to use HarGo Rides?

Passengers must be 60 years of age, be a resident of Harford County, and must be able to get in and out of a vehicle independently. Proof of residency and age may be requested.

How does this service work?

Passengers are transported door to door by volunteer drivers in their personal vehicles. For liability reasons, drivers may *not* accompany passengers into their homes. Passengers must be physically and cognitively able to conduct their own personal business once they are at their destination. Or have family, a friend, or an aide with them to help.

If a spouse, friend, or assistant accompanies me, is there an additional fee?

There is no additional fee for anyone traveling from the same location and traveling to the same destination. **Note: A passenger waiver form for each additional passenger must be on file in the office. HarGo Rides (HGR) cannot transport anyone under 8 years of age.**

For what types of rides can I use HGR?

At the moment, passengers may only utilize HGR for transportation to and from medical appointments. **Passengers are eligible for a maximum of 10 rides per month - no exceptions.**

Will HGR provide transportation to destinations outside of the county?

Yes. Our maximum one-way driving distance is 35 miles from pick up. **Please be aware that out of county rides are harder to fill and you should consider a backup plan should a driver not be found.**

How do I schedule a ride?

Passengers can contact HarGo Rides by phone at 667-469-8244 or schedule through our client Ride Match Portal online **at least three (3) full business days** in advance to schedule trip(s). For example, if you need a ride on Friday, you must call Monday before 3:00 p.m. to schedule. Office hours are **9am-3pm**. Messages left on the answering machine after **3pm** are returned the next business day. Passengers must provide the pick-up time, appointment time, number of passengers, destination address, zip code, telephone #, and estimated return trip time. Medical appointments require the doctor's name, group practice name, and phone number. For appointments at hospitals or clinics, passengers need to also provide department.

When are rides available?

HGR provides rides daily, depending on the availability of volunteer drivers. Exceptions to this are New Year's Day, Memorial Day, Thanksgiving, Presidents' Day, Fourth of July, Christmas, and Labor Day. Rides will be cancelled anytime Harford County Schools are closed due to weather.

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What information is needed before using HGR?

Passengers must complete a **Passenger Registration, Waiver, Agreement form** and create a transportation account by sending in \$45 (\$20 is non-refundable registration fee and \$25 is deposited in your transportation account).

Fee Schedule (effective 10/19/2024)

One-Way Mileage	Round Trip Fee
1 — 4 miles	\$12.00
5 — 9 miles	\$18.00
10 — 14 miles	\$24.00
15 — 19 miles	\$30.00
20 — 35 miles	\$36.00

How do I pay the trip fees?

Passengers are required to pre-pay for rides using credit or debit card payments via our client Ride Match Portal. **Checks, cash, and money orders are not accepted, unless other financial arrangements have been made. Drivers are prohibited from taking payments.**

Note: Passengers on a limited income may qualify for subsidized rides. The Community Fund Application and proof of income must be submitted as part of the application process.

What if I'm running late or want to make an unscheduled stop?

Drivers are not permitted to make unscheduled stops. Drivers may be scheduled for multiple rides, so it is important that passengers meet them at the prearranged time and place for pick-up and return. Medical appointments vary in length; try to estimate for the longest possible visit time. If you are running late, please notify your driver ASAP.

What happens if no driver is found?

While every effort is made to find a volunteer driver, there is **no guarantee** that each ride will be filled. Passengers will be contacted by 2pm the day before the ride if no driver is found.

Passengers will not be charged for unassigned rides.

How are the volunteer drivers chosen?

Each driver has attended orientation, passed a criminal background check, a driving record check, and a personal reference check.

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What if I need to cancel a scheduled trip?

Please cancel as early as possible so the driver can be notified. Passengers are charged for canceled trips. Please note: Repeated cancellations or no shows inconvenience our drivers and impact our ability to serve our passengers. Repeated cancellations or no shows may result in a suspension or termination of service via our Excessive Cancellation/No Show Policy.

What is HGR's inclement weather policy? To ensure the safety of our drivers and passengers, either the driver or the passenger may cancel a ride. If the driver is willing to drive in questionable weather, the driver will contact the passenger to confirm that they still want the ride. If the ride is canceled, please contact the HGR office. If possible, the HGR office will remain open to handle notifications of cancellations. **Rides will not be provided on days when Harford County Public Schools are closed or delayed.**

How will I be able to identify my HGR drivers?

Look for the HGR sign on the passenger side door of the vehicle and the volunteer's name badge.

Other Policies:

- Smoking, eating, and drinking during a ride are prohibited.
- It is against HGR policy for our volunteers to accept tips.
- Passengers are expected to pay for tolls and parking on the day of the ride.

How can I comment on my experience with HGR?

Survey post cards are mailed to passengers after their first ride and every six months thereafter. We appreciate your comments.

May I donate to HGR to help ensure services will always be available?

Absolutely! Your tax-deductible donations are gratefully accepted via check or through our website (<https://hargorides.org>). You may also consider a Legacy Gift. Contact our Office Manager, Sarah Higgins, for more information.

HarGo Rides is committed to ensuring that no person is excluded from participation in or denied the benefits of its transportation services on the basis of race, color or national origin, as protected by Title VI of the 1964 Civil Rights Act. 10/19/2024

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Transportation Rules

1. Seat belts **must** be worn at all times by the driver and passengers.
2. The volunteer driver is to call the client a day or two prior to the scheduled appointment to confirm arrangements. If you don't hear from your driver please reach out to the office.
3. The client should let the driver know about any special needs or assistance that may be required.
4. The volunteer driver should always allow extra time for traffic, weather, or other unforeseen problems in transporting a client.
5. When driving in inclement weather the volunteer driver should use extra caution and be aware of problems that may arise. Clients are free to cancel rides if they are not comfortable with the weather conditions.
6. The volunteer driver will park as close to the door as possible. Drivers are NOT ALLOWED TO PARK IN HANDICAP PARKING unless proper identification is displayed in the car.
7. The client should tell the driver about any physical limitations in regard to climbing steps or walking distances. The client should tell the driver if assistance is needed when walking on wet, snowy, or icy sidewalks. If so, the volunteer driver should offer his/her arm in the manner of escorting the client.
8. The client must be able to walk from door to door.
9. When arriving at a pickup the client should see a car sticker and name badge on the volunteer/ car that should identify him/herself as a volunteer from HarGo Rides. The client should advise the driver about the length of the appointment and plan with the driver either to wait during the appointment or to return at a specific time.
10. If the volunteer driver leaves, he/she should meet the client at the same place the client was dropped off and at the agreed upon time.
11. The volunteer driver is to obey all traffic laws, regulations, and speed limits. The volunteer driver is expected to be a safe and courteous driver. The client is also expected to be a safe and courteous passenger.
12. Under no circumstances should a volunteer driver operate a vehicle that is owned by a client.

Statement of Agreement to Guidelines and Rules

I, _____, acknowledge that I have read, understood, and agree to comply with all guidelines, rules, and policies as provided to me. I understand that these rules are in place to ensure safety, fairness, and a positive environment for all. I accept that failure to follow these guidelines may result in appropriate corrective action.

Client Signature

Date



Client Scheduling and Reporting

HarGo Rides uses Assisted Rides web-based program to schedule, assign and update rides and services for clients.

Once you are registered as a client, you will receive an email with your login ID and instructions on how to set up your Assisted Rides account.

You may use the Assisted Rides platform to schedule your appointments (preferred), or you may call into the office at 667-469-8244 M-F (9a-3p) to schedule your ride.

Once your account is set up, you can explore the program. There are tutorial videos on the website that are very helpful in learning how to navigate the website. At the top task bar go all the way to the right and find the 'Help' tab. Hover there, then glide down to 'Tutorials.' When you click 'Tutorials' it will take you to all the training videos available.

Additional training and/or an orientation session are available upon request. The training/ orientation will focus on how clients use the Assisted Rides portal. If you would like to take advantage of this opportunity, please reach out to the Office Manager at rides@hargorides.org or at 667-469-8244.

Please let us know if you have any questions.